

Listen to Me, Please

Every **desk jockey** knows the frustration of not being heard.

Sometimes the **pent-up** anger reaches critical levels and you feel yourself wanting to pick up your bag and shout: "I'm outta here!" If someone would just listen, things could be so much better.

Companies that **lack** a culture of employee **engagement** create **discord** that is directly visible in their **employee turnover**.

The process of listening to employee needs is by no means easy. Listening means sometimes hearing things that are critical. Some employee **gripes** may have no basis in reality.

But employees do more than just complain; sometimes they have ideas that can improve operations, or, better still, create something entirely new that is truly fantastic. Creating a channel that allows employees to suggest improvements as well as **vent frustrations** can create the **momentum** needed to **spur** on the development of a new innovation.

Simple **carpenters** working around the globe created the open source code, after all. Each tapped away with his or her computerized hammer and **chisel** until the **behemoth** we know today was born.

Companies that don't have a channel through which they can hear and respond to employee ideas are missing out on a vital source of strategic information. Who knows the company better than the frontline foot soldiers?

Some companies have created their own corporate blogs and encourage employees to chat about the good and the bad. **Bringing** the negative **out in the open** creates the necessary pressure to fix the problems before they **escalate** further. Also, employees have an avenue to talk with and can create the collective energy needed to inspire the company to new heights. New ideas are **bounced around** and the early **seeds** of something good can take form.

Find a way to let employees communicate and you may just open the door for the next big thing.

Glossary

behemoth	tässä: jättiläinen
bounce around	pallotella
bring out in the open	nostaa asia pöydälle
carpenter	puuseppä
chisel	taltta
desk jockey	tässä: toimistotyöntekijä
discord	narina
employee turnover	työntekijöiden vaihtuvuus
engagement	sitoutuminen
escalate	laajentua asteittain
gripe	valitus
lack	puute
momentum	voima
pent-up	patoutunut
seed	siemen
spur	kannustaa
vent frustration	tuulettaa turhautumista